

# Dell SonicWALL Active Retirement Mode Announcement for Dell SonicWALL NSA 2400



## Active Retirement Mode Announcement

Dell SonicWALL is initiating the Active Retirement Mode (ARM) notification for the Dell SonicWALL NSA 2400. Active Retirement Mode is the second phase of the Dell SonicWALL End of Life process outlined at the end of this document. During this phase Dell SonicWALL will no longer actively manufacture or sell the products listed below. In addition, Dell SonicWALL may release a limited number of new features and will issue bug fixes only to the latest version of firmware available for the device. After the ARM phase has ended, the NSA 2400 will transition to Limited Retirement Mode (LRM). Limited Retirement Mode is the fourth phase of the Dell SonicWALL End of Life process outlined at the end of this document.

All official End of Life notifications and phase information is posted on the [Product Lifecycle](#) page of our Support web site.

### Products Affected

Products affected by this ARM announcement are listed below:

**Table 1** End of Life Information

<b>Regions</b>	Worldwide
<b>Products</b>	Dell SonicWALL NSA 2400
<b>Product SKUs</b>	See Tables 2 and 3
<b>Last Day Order Begins</b>	April 1, 2014
<b>Last Day Order Ends</b>	April 30, 2014
<b>Active Retirement Mode Begins</b>	May 1, 2014
<b>Active Retirement Mode Ends</b>	April 30, 2016
<b>Last Day to Purchase 1-year Support</b>	April 30, 2018
<b>Limited Retirement Mode Begins</b>	May 1, 2016
<b>Limited Retirement Mode Ends</b>	April 30, 2019
<b>End of Support Begins</b>	May 1, 2019

**Table 2** Affected Hardware SKUs

Description	SKU	Replacement SKU Description	Replacement SKU
SonicWALL NSA 2400	01-SSC-7020	Dell SonicWALL NSA 2600	01-SSC-3860
SonicWALL NSA 2400 TotalSecure (1 Yr)	01-SSC-7035	Dell SonicWALL NSA 2600 TotalSecure 1 Yr	01-SSC-3863
SonicWALL NSA 2400 High Availability (HA) Unit	01-SSC-7052	Dell SonicWALL NSA 2600 High Availability	01-SSC-3861
SonicWALL 2400 Demo Unit – NFR	01-SSC-7059	Dell SonicWALL NSA 2600 Demo NFR	01-SSC-3862
SonicWALL NSA 2400 Secure Upgrade Plus (2 Yr) CGSS	01-SSC-8672	Dell SonicWALL NSA 2600 Secure Upgrade Plus (2 Yr)	01-SSC-4274
SonicWALL NSA 2400 Secure Upgrade Plus (3 Yr) CGSS	01-SSC-8673	Dell SonicWALL NSA 2600 Secure Upgrade Plus (3 Yr)	01-SSC-4275

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SonicWALL NSA 2400 Japan	01-SSC-7021	Dell SonicWALL NSA 2600 Japan	01-SSC-3865
SonicWALL NSA 2400 Secure Upgrade Plus 2YR JPN	01-SSC-8965	Dell SonicWALL NSA 2600 Secure Upgrade Plus 2YR JAPAN	01-SSC-4276
SonicWALL NSA 2400 Secure Upgrade Plus 3YR JPN	01-SSC-8966	Dell SonicWALL NSA 2600 Secure Upgrade Plus 3YR JAPAN	01-SSC-4277
SonicWALL NSA 2400 Gen4 Firewall Replacement with CGSS	01-SSC-4945	Dell SonicWALL NSA 2600 GEN4 Firewall Replacement with CGSS	01-SSC-8890
SonicWALL NSA 2400 Gen4 Firewall Replacement with 8x5 Support	01-SSC-4946	N/A	N/A
SonicWALL NSA 2400 GOV	01-SSC-7022	N/A	N/A
SonicWALL NSA 2400 GAV/IPS Bundle 1YR	01-SSC-7066	N/A	N/A
SonicWALL NSA 2400 Promotional Trade-up with 3YR CGSS	01-SSC-7082	N/A	N/A
SonicWALL NSA 2400 JAPAN Customer Loyalty Program	01-SSC-8688	N/A	N/A
SonicWALL NSA 2400 JPN – Hardware Only	01-SSC-8860	Dell SonicWALL NSA 2600 JAPAN	01-SSC-3865
SonicWALL NSA 2400 Support Bundle 8x5 1YR	01-SSC-8936	N/A	N/A

**Table 3** Affected Support Service SKUs

Description	SKU	Last Day to Order
<b>3-year Support Services</b>		
Comprehensive Gateway Security Suite for NSA 2400 (3 Yr)	01-SSC-0017	April 30, 2016
Dynamic Support 8x5 For NSA 2400 (3 Yr)	01-SSC-7247	April 30, 2016
Dynamic Support 24x7 For NSA 2400 (3 Yr)	01-SSC-7250	April 30, 2016
<b>2-year Support Services</b>		
Comprehensive Gateway Security Suite for NSA 2400 (2 Yr)	01-SSC-0016	April 30, 2017
Dynamic Support 8x5 For NSA 2400 (2 Yr)	01-SSC-7246	April 30, 2017
Dynamic Support 24x7 For NSA 2400 (2 Yr)	01-SSC-7249	April 30, 2017
<b>1-year Support Services</b>		
Comprehensive Gateway Security Suite for NSA 2400 (1 Yr)	01-SSC-0015	April 30, 2018
Dynamic Support 8x5 For 2400 Series (1 Yr)	01-SSC-7245	April 30, 2018
Dynamic Support 24x7 For 2400 Series (1 Yr)	01-SSC-7248	April 30, 2018

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## **Last Day Order**

Last Day Order is the last day to order the product from Dell SonicWALL and signifies Dell SonicWALL's intent to start the end of life process. The duration of this phase is variable and depends on numerous factors including material availability, Dell SonicWALL and channel inventory and end-user demand. Last Day Order is informational only; products in this phase are active. Dell SonicWALL continues to sell support contracts.

## **Active Retirement Mode**

Active Retirement Mode is an announcement by Dell SonicWALL to indicate that it is no longer actively manufacturing or selling the product. Products in ARM are removed from all price lists and marketing collateral at this time. Support contracts for products in this phase will remain on price lists and will continue to be available for purchase until the phase has ended. During this time Dell SonicWALL may release a limited number of new features and will issue bug fixes only to the latest version of firmware available for the device. Software/firmware support and hardware warranty are available throughout ARM for products with an active support contract. The duration of this phase is two years beginning one day after the end of Last Day Order.

## **1-Year Support Last Day Order**

1-Year Support Last Day Order represents the final day to purchase a 1-year support contract or subscription service that bundles support from Dell SonicWALL. Partners and customers may purchase and activate the 1-year support contract so that the product will be eligible to receive support until the product has reached End of Support.

## **Limited Retirement Mode**

Limited Retirement Mode (LRM) is an announcement by Dell SonicWALL to indicate that it will no longer develop or release firmware updates or new features for these products. Software and firmware support for products in LRM is limited to critical bugs and security vulnerabilities. Support contracts are not available for purchase on products. Software/firmware support and hardware warranty are available throughout LRM for products with an active support contract. The duration of this phase is three years beginning one day after the end of Active Retirement Mode.

## **End of Support**

End of Support (EOS) is an announcement by Dell SonicWALL to indicate that it will no longer provide technical support, firmware updates/upgrades or hardware replacement for the product, and that all remaining unique inventory or materials will become unavailable. Dell SonicWALL may continue to offer security service subscriptions such as Content Filtering and Intrusion Prevention during the End of Support phase, but it will no longer provide technical support for the product or any security service running on it. Should a technical issue arise on one of the subscription services that is offered during the End of Support phase, customers may be required to transition to an upgrade product at their own cost. Certain remaining entitlements on the End of Support appliance may be transitioned to the upgrade appliance upon request.